

1 This portion of your bill is provided as a service to USBI.

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3 Helpful Numbers Billing inquiries call USBI
You may also visit

1-888-477-8724
www.billview.com/usbi

Summary

1 Toll Calls	\$1.50
2 Miscellaneous Charges and Credits	8.65
3 School and Library Fund	.01
4 Federal Tax	.30
5 State Tax	.08
Total	\$10.54

Itemized Calls

Toll Calls **Billed on behalf of BUSINESS OPTIONS INC**
Directly Dialed

<i>no</i>	<i>date</i>	<i>time</i>	<i>place called</i>	<i>number called</i>	<i>rate period</i>	<i>min sec</i>	<i>amount</i>
6	3/2	2:19 pm	Portland ME	207 233 0673	night	1:00	\$.25
7	3/11	1:44 pm	Portland ME	207 761 5967	day	5:00	1.25
Sub-total of BUSINESS OPTIONS INC							\$1.50
Total							\$1.50

Miscellaneous Charges and Credits	Billed on behalf of BUSINESS OPTIONS INC	
	no	date
	8	2/4
		description
		Union Sec Fund

no	date	description	amount
8	3/4	Univ Svc Fnd	\$3.75
9	4/3	Mo Serv Fee	4.90
Sub-total of BUSINESS OPTIONS INC			\$8.65
Total			\$8.65

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Last page

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Account Number 207 474-2170 002 003
Bill Period Apr 7 - May 6, 2002
Verizon Page 1 of 5

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**** Duplicate Billing Information ****

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To enroll in the Verizon
Direct Payment Option please read
and sign the agreement on the
reverse side of the payment form
below.



Paul & Ruth Brackett
46 JESSICA LN
S PORTLAND ME 04106-6898

Order or Bill Information
1-800-585-4466

ACCOUNT SUMMARY

	amount	total
Previous Balance	\$40.14	
Payment Received 5/1 -- Thank You	40.14 cr	
Balance as of 5/9		\$.00

Payment Information
and
 TTY/TDD see page 3

New Charges

Verizon Standard Local Services	page 2	\$25.73	
Verizon Optional Services	page 3	3.92	
All Other Charges	page 3	14.88	
Total New Charges Due by June 8, 2002			\$44.53

Other Bill Questions?
Call the number shown
on the detail page for
that company

Total Amount Due \$44.53



Bill Date	Payment Due Date	Total Amount Due	Account Number
May 6, 2002	June 8, 2002	\$44.53	207 474-2170 002 003 1

\$.

Avoid a 1.060% late payment charge.

Payment must be received by 6/8/02.

Customer Name Paul & Ruth Brackett

Please return this portion with your payment. **Make check payable to Verizon.** Please include account number on payment. If paying in person bring this entire page with you, see your phone book for locations

Verizon R36
PO Box 1939
Portland ME 04104-5010

020020747421700020031106 021570000000000000000000445300

Verizon portion continues on reverse side of page



**Customer
News**

Sign up for Verizon Online Billing Today

Now is the time to register on verizon.com and sign up for Verizon Online Billing. It's quick, easy, and FREE. Plus you can sort your long-distance calls in the way that's easiest for you: by Date, Time, Phone Number, Location (city you called), Rate, Duration of Call, or Cost of Call.

You can even group these calls by Home, Work, or another category you choose.* So log on to www.verizon.com and take care of your Verizon bill the simple way - online.

*Applies to customers whose long distance calls are included on their Verizon bill.

New Charges

Verizon Standard Local Services

1	Unlimited Premium Service				\$17.41
2	Surcharges and Taxes				8.32
	FCC Line Charge	\$5.00	911 Enhanced Surcharge	\$.50	
	Local Number Portability	\$.23	Federal USF Surcharge	\$.60	
	School and Library Fund	\$.11	Federal Tax	\$.72	
	ME State Tax	\$1.16			
Total					\$25.73

Account Number 207 474-2170 002 003 1

☐ Yes, I want to enroll in the **Direct Payment Option** and have my monthly payments deducted automatically from the account associated with the enclosed check, on the payment date.

Please check this box and read and sign the authorization agreement, below.

Authorization Agreement for Pre-authorized Payments

Please sign and return with this month's payment to the mailing address printed on the reverse. Be sure to use the checking account which you want to be debited for this pre-authorized payment option.

I authorize and instruct my financial institution to deduct the amount of my monthly telephone bill from my checking account and remit directly to Verizon. Verizon will notify the financial institution of the amount to be deducted. I understand that if at anytime I decide to discontinue the **Direct Payment Option**, I must notify Verizon. I understand and agree that Verizon is not liable in any way for erroneous bill statements or incorrect debits to my accounts and that should an error in the bill statement occur Verizon's only responsibility is to correct it when and if it receives notice from me of the error. I understand that my financial institution and Verizon reserve the right, upon written notification, to terminate this payment option and/or my participation. Customer's participation is subject to Verizon's approval.

<div></div>	<div></div>
Signature	Date

Verizon portion continues on next page



Account Number 207 474-2170 002 003
Bill Period Apr 7 - May 6, 2002
Verizon Page 3 of 5

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New Charges
continued

Verizon Optional Services

1	TeleSure® Diagnostic and Maintenance Service	\$3.95
2	Federal Universal Service High Cost Fund Credit	.23
3	Surcharges and Taxes	.20
	ME State Tax \$.20	
Total		\$3.92

All Other Charges

4	USBI	<i>see detail pages</i>	\$14.88
Total			\$14.88

Package Discount Information

Did you know?

You could become eligible for additional savings on your Verizon bill by purchasing select Verizon service combinations.

To learn more about other available package discounts, call your local business office today!
(See page 1 for toll free business office number)

Important Consumer Information

For important consumer information see the Customer Guide in your Verizon white pages directory.

Residence Lifeline Service Program

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

Installment Arrangement

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

Verizon Customer Service

7:30 am to 7:00 pm Monday - Friday
8:00 am to 5:00 pm Saturday

Automated Account Information Line

Sunday 7:30 am to Saturday 7:30 pm

- Obtain account information
 - Verify receipt of your payments
- 1-800-244-3737** Using a touch-tone phone

Verizon portion continues on reverse side of page



Account Number 207 474-2170 002 003
Bill Period Apr 7 - May 6, 2002
Verizon Page 4 of 5

**TTY/TDD Verizon Center for
Individuals with Disabilities
1-800-974-6006 (V/TTY)**



Verizon portion continues on next page



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**For Your
Information**

Sign up for Verizon Online Billing Today

Now is the time to register on verizon.com and sign up for Verizon Online Billing. It's quick, easy, and FREE. Plus you can sort your long-distance calls in the way that's easiest for you: by Date, Time, Phone Number, Location (city you called), Rate, Duration of Call, or Cost of Call. You can even group these calls by Home, Work, or another category you choose.* So log on to www.verizon.com and take care of your Verizon bill the simple way - online.

*Applies to customers whose long distance calls are included on their Verizon bill.

Protect Your Telephones and Caller ID Units with a Service Plan from Verizon

What happens if your telephone or Caller ID units break down? Until now, you either had to buy new equipment or risk a costly repair bill.

Not anymore. We now offer the Telephone Protection Plan as an additional option to existing Inside Wire Maintenance customers!

The Telephone Protection Plan provides you with replacement/repair coverage for your telephones and Caller ID units no matter when or where your equipment was purchased or what brand it is. The Telephone Protection Plan is exclusively available to Inside Wire Maintenance subscribers and together provide total protection of your wiring, jacks, and telephone equipment. This total service plan offers unsurpassed coverage, convenience and peace of mind for a small monthly fee.

To order or for more information, please contact your local business office.

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Verizon

Bell Atlantic-NE

NYNEX

New England Telephone

USBI

Account Number 207 474-2170 002 003

Bill Period Apr 7 - May 6, 2002

USBI Page 1 of 1

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This portion of your bill is provided as a service to USBI.

Helpful Numbers Billing inquiries call USBI
You may also visit

1-888-477-8724
www.billview.com/usbi

Summary**USBI**

1 Toll Calls	\$5.50
2 Miscellaneous Charges and Credits	8.65
3 School and Library Fund	.03
4 Federal Tax	.42
5 State Tax	.28
Total	\$14.88

Itemized Calls**Toll Calls**

Billed on behalf of BUSINESS OPTIONS INC

Directly Dialed

<i>no</i>	<i>date</i>	<i>time</i>	<i>place called</i>	<i>number called</i>	<i>rate period</i>	<i>min sec</i>	<i>amount</i>
6	4/6	2:09 pm	Soportland ME	207 799 3036	night	1:00	\$.25
7	4/6	3:18 pm	Soportland ME	207 799 3036	night	6:00	1.50
8	4/6	7:22 pm	Soportland ME	207 767 8197	night	1:00	.25
9	4/8	6:56 pm	Soportland ME	207 767 8197	eve	1:00	.25
10	4/9	7:19 pm	Soportland ME	207 767 8197	eve	6:00	1.50
11	4/10	9:27 am	Soportland ME	207 767 8197	day	1:00	.25
12	4/12	7:40 pm	Soportland ME	207 767 8197	eve	1:00	.25
13	4/13	3:03 pm	Soportland ME	207 767 8197	night	4:00	1.00
14	4/28	12:40 pm	Portland ME	207 233 0673	night	1:00	.25
Sub-total of BUSINESS OPTIONS INC							\$5.50
Total							\$5.50

**Miscellaneous
Charges and
Credits**

Billed on behalf of BUSINESS OPTIONS INC

<i>no</i>	<i>date</i>	<i>description</i>	<i>amount</i>
15	4/3	Univ Svc Fnd	\$3.75
16	5/2	Mo Serv Fee	4.90
Sub-total of BUSINESS OPTIONS INC			\$8.65
Total			\$8.65

Last page



Account Number 207 474-2170 002 003
Bill Period May 7 - Jun 6, 2002
Verizon Page 1 of 5

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**** Duplicate Billing Information ****

74

To enroll in the Verizon
Direct Payment Option please read
and sign the agreement on the
reverse side of the payment form
below.



Paul & Ruth Brackett
46 JESSICA LN
S PORTLAND ME 04106-6898

Order or Bill Information
1-800-585-4466

ACCOUNT SUMMARY

	amount	total
Previous Balance	\$44.53	
Payment Received 5/16 -- Thank You	44.53 cr	
Balance as of 6/11		\$.00

Payment Information
and

TTY/TDD see page 4

Other Bill Questions?
Call the number shown
on the detail page for
that company.

New Charges

Verizon Standard Local Services	page 2	\$25.76
Verizon Calls	page 2	.00
Verizon Optional Services	page 2	16.47
All Other Charges	page 3	25.79
Total New Charges Due by July 9, 2002		\$68.02

Total Amount Due \$68.02



Bill Date	Payment Due Date	Total Amount Due	Account Number
June 6, 2002	July 9, 2002	\$68.02	207 474-2170 002 003 1

\$.

Avoid a 1.060% late payment charge.

Payment must be received by 7/9/02.

Customer Name Paul & Ruth Brackett

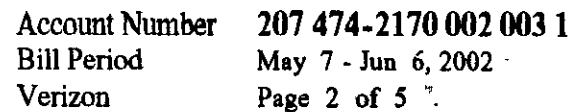
B

Please return this portion with your payment **Make check**
payable to Verizon. Please include account number on
payment If paying in person bring this entire page with you,
see your phone book for locations

Verizon R36
PO Box 1939
Portland ME 04104-5010

020020747421700020031106 02187000000000000000000680200

Verizon portion continues on reverse side of page



Verizon offers a variety of packages to meet your needs. Local Package Premium will be changing its name to Local Package and SoundDeal will become Local and Toll Package. These packages will continue to offer you the same great services at the same price, the change is in name only. If you would like to find out more about our packages and bundles please call your local business office.

4	Pine Tree State SM Service 5/15 to 5/23	\$1.62
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New Charges
continued

Verizon Optional Services

continued

1	TeleSure® Diagnostic and Maintenance Service				\$3.95
2	Federal Universal Service High Cost Fund Credit				.23 c
3	Long Distance Carrier 5/14 NO CARRIER				5.00
4	Regional Carrier 5/14 Selection Charge Verizon				.00
5	Long Distance Carrier 5/23 Selection Charge Qwest Communications				5.00
6	Regional Carrier 5/23 Selection Charge Qwest Communications				.00
7	Surcharges and Taxes				1.13
	Federal Tax	\$.35	ME State Tax	\$.78	

Total **\$16.47**

All Other Charges

8	USBI		<i>see detail pages</i>	\$25.79
Total				\$25.79

**Package
Discount
Information**

Did you know?

You could become eligible for additional savings on your Verizon bill by purchasing select Verizon service combinations.

To learn more about other available package discounts, call your local business office today!
(See page 1 for toll free business office number)

Verizon portion continues on reverse side of page



ITEMIZED CALLS

**Verizon
Pine Tree
StateSM
Service Calls**

Since you've chosen another company to handle these calls, this plan will no longer appear on your bill. With the Verizon Pine Tree State plan, you also receive a 25% discount on qualifying calling card calls.

Detail						
no.	date	time	place called	number called	minutes	
1	5/18	7:04 pm	Soportland ME	207 767 8197	5	
Total Minutes					5	
Line Summary						
no	minutes used		basic plan minutes	add'l discounted minutes	rate	Pine Tree State charge
2	5		18	0	\$.080	\$.00
Total					\$.00	

**Important
Consumer
Information**

For important consumer information see the Customer Guide in your Verizon white pages directory.

Residence Lifeline Service Program

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

Installment Arrangement

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

Verizon Customer Service

7:30 am to 7:00 pm Monday - Friday
8:00 am to 5:00 pm Saturday

Automated Account Information Line

Sunday 7:30 am to Saturday 7:30 pm
• Obtain account information
• Verify receipt of your payments
1-800-244-3737 Using a touch-tone phone

TTY/TDD

Verizon Center for
Individuals with Disabilities
1-800-974-6006 (V/TTY)



Verizon portion continues on next page



Account Number 207 474-2170 002 003
Bill Period May 7 - Jun 6, 2002
Verizon Page 5 of 5

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04976

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4 For Your
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5 Information

Sign up for Verizon Online Billing Today

When you sign up for Verizon Online Billing, you can choose to get rid of the paper altogether. Verizon now gives you the option to suppress the paper bill that comes in the mail. Plus you can get 11 months of previous statements online. Online Billing is quick, easy, and available anytime where you have Internet access - at home or on the road. So sign up for Verizon Online Billing at www.verizon.com and ditch the paper. You'll need to have your most recent Verizon bill handy to register. Some features may not be available in all areas and to all customers.

"Get the 411" - And Get On with Life

The next time you're searching for the number of a person or business, save time and use Verizon 411 to get directory assistance for anywhere in the United States. Just provide the city, state, and name of the listing you're looking for and let Verizon do the rest. You don't even have to know the area code. So get the 411 and get on with life.

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Verizon

Bell Atlantic-NE

NYNEX

New England Telephone

This portion of your bill is provided as a service to USBI.

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Helpful Numbers Billing inquiries call USBI
 You may also visit

1-888-477-8724
www.billview.com/usbi

Summary**USBI**

1 Toll Calls	\$12.00
2 Miscellaneous Charges and Credits	12.40
3 School and Library Fund	.06
4 Federal Tax	.73
5 State Tax	.60
Total	\$25.79

Itemized Calls**Toll Calls**

Billed on behalf of BUSINESS OPTIONS INC

Directly Dialed

no	date	time	place called	number called	rate period	min sec	amount
6	5/1	12:54 pm	Augusta ME	207 624 9000	day	3:00	\$.75
7	5/25	11:33 am	Soportland ME	207 767 8197	night	1:00	.25
8	5/25	11:34 am	Bingham ME	207 672 0968	night	6:00	1.50
9	5/27	10:15 am	Portland ME	207 761 5967	day	7:00	1.75
10	5/27	10:21 am	Scarborough ME	207 885 5887	day	21:00	5.25
11	5/28	11:56 am	Portland ME	207 761 5967	day	5:00	1.25
12	5/28	12:03 pm	Soportland ME	207 799 3036	day	1:00	.25
13	5/28	12:07 pm	Scarborough ME	207 885 5887	day	3:00	.75
14	5/28	12:10 pm	Soportland ME	207 799 3036	day	1:00	.25
Sub-total of BUSINESS OPTIONS INC							\$12.00
Total							\$12.00

**Miscellaneous
Charges and
Credits**

Billed on behalf of BUSINESS OPTIONS INC

no	date	description	amount
15	5/2	Univ Svc Fnd	\$3.75
16	6/3	Mo Serv Fee	4.90
17	6/3	Univ Svc Fnd	3.75
Sub-total of BUSINESS OPTIONS INC			\$12.40
Total			\$12.40

Last page



Account Number 207 474-2170 002 003
Bill Period Jun 7 - Jul 6, 2002
Verizon Page 1 of 4

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**** Duplicate Billing Information ****

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To enroll in the Verizon
Direct Payment Option please read
and sign the agreement on the
reverse side of the payment form
below.

Manage your account online at
www.verizon.com



Bruce Brackett
46 JESSICA LN
S PORTLAND ME 04106-6898

Order or Bill Information
1-800-585-4466

ACCOUNT SUMMARY

	amount	total
Previous Balance	\$68.02	
Payments and Adjustments <i>page 2</i>	68.02 cr	
Balance as of 7/10		\$.00

Payment Information
and

TTY/TDD *see page 3*

Other Bill Questions?
Call the number shown
on the detail page for
that company

New Charges

Verizon Standard Local Services <i>page 2</i>	\$25.72	
Verizon Optional Services <i>page 3</i>	10.38	
All Other Charges <i>page 3</i>	.81	
Total New Charges Due by August 7, 2002		\$36.91

Total Amount Due \$36.91



Bill Date	Payment Due Date	Total Amount Due	Account Number
July 6, 2002	August 7, 2002	\$36.91	207 474-2170 002 003 1

Avoid a 1.060% late payment charge.

Payment must be received by 8/7/02.

Customer Name **Bruce Brackett**

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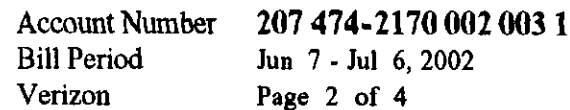
Please return this portion with your payment. **Make check payable to Verizon.** Please include account number on payment. If paying in person bring this entire page with you, see your phone book for locations

Sign me up for a \$1
donation to Verizon Reads. ☐

Verizon R36
PO Box 1939
Portland ME 04104-5010

020020747421700020031106 022180000000000000000000369104

Verizon portion continues on reverse side of page



To sign up, check the box on the first page of your telephone bill. A \$1 donation will be added to your monthly charge. For more information visit verizonreads.net.

New Charges	Verizon Standard Local Services				
	1	Unlimited Premium Service		\$17.41	
	2	Surcharges and Taxes		8.31	
		FCC Line Charge	\$5.00	911 Enhanced Surcharge	\$.50
		Local Number Portability	\$.23	Federal USF Surcharge	\$.59
		School and Library Fund	\$.13	Federal Tax	\$.70
		ME State Tax	\$1.16		
	Total				\$25.72

Please check this box and read and sign the authorization agreement, below.

I authorize and instruct my financial institution to deduct the amount of my monthly telephone bill from my checking account and remit directly to Verizon. Verizon will notify the financial institution of the amount to be deducted.

I understand that if at anytime I decide to discontinue the **Direct Payment Option**, I must notify Verizon. I understand and agree that Verizon is not liable in any way for erroneous bill statements or incorrect debits to my accounts and that should an error in the bill statement occur Verizon's only responsibility is to correct it when and if it receives notice from me of the error.

I understand that my financial institution and Verizon reserve the right, upon written notification, to terminate this payment option and/or my participation. Customer's participation is subject to Verizon's approval.

Date _____

Verizon portion continues on next page



Account Number 207 474-2170 002 003
Bill Period Jun 7 - Jul 6, 2002
Verizon Page 3 of 4

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New Charges

continued

Your regular monthly
charge for
Pine Tree StateSM Service \$5.40

Thank you for selecting Verizon
to provide your regional toll calling

Verizon Optional Services

1	Pine Tree State SM Service 6/18 to 7/6	\$3.42
2	TeleSure [®] Diagnostic 6/7 to 6/17 and Maintenance Service	1.45
3	Federal Universal Service High Cost Fund Credit	.23
4	Long Distance Carrier 6/17 NO CARRIER	5.00
5	Regional Carrier 6/17 Selection Charge Verizon	.00
6	Surcharges and Taxes	.74
	Federal Tax \$.25 ME State Tax \$.49	
Total		\$10.38

All Other Charges

7	USBI	see detail pages	\$.81
Total			\$.81

Important Consumer Information

For important consumer information see the Customer Guide in your
Verizon white pages directory.

Residence Lifeline Service Program

Low income customers may be eligible for our Residence Lifeline Service Program
which would reduce your local telephone service bills. Check with your service
representative for details.

Installment Arrangement

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by calling 1-800-640-4422.

Verizon Customer Service

7:30 am to 7:00 pm Monday - Friday
8:00 am to 5:00 pm Saturday

Automated Account Information Line

Sunday 7:30 am to Saturday 7:30 pm

- Obtain account information
 - Verify receipt of your payments
- 1-800-244-3737 Using a touch-tone phone

TTY/TDD

Verizon Center for
Individuals with Disabilities
1-800-974-6006 (V/TTY)



Verizon portion continues on reverse side of page

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**For Your
Information**

Look for changes in your bill this month

Effective July 1, 2002, the Federal Subscriber Line Charge (SLC) may increase on your main phone line and on any additional phone line. This charge helps pay for the costs of providing and maintaining the local network.

The Federal Universal Service Fund (FUSF) surcharge will decrease to \$.57. This charge, which is reviewed quarterly, helps to keep local telephone rates affordable for all customers and gives a discount to schools, libraries and low-income households. This charge will not be applied to Lifeline customers. To find out if you are eligible for Lifeline, go to <http://www.lifelinesupport.org> on the internet or contact us at the toll-free number on your bill.

Venzon

Bell Atlantic-NE

NYNEX

New England Telephone

USBI

Account Number 207 474-2170 002 003 1

Bill Period Jun 7 - Jul 6, 2002

USBI Page 1 of 1

MAAD
041061 This portion of your bill is provided as a service to USBI.
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17 **Helpful Numbers** Billing inquiries call USBI
You may also visit1-888-477-8724
www.billview.com/usbi

Adjustments	Miscellaneous Adjustment 6/18	\$25.75 cr
<i>Adjustment total not included in charges summary</i>	Total	\$25.75 cr

Summary	USBI	
1 Toll Calls		\$.75
2 Federal Tax		.02
3 State Tax		.04
Total		\$.81

Itemized Calls**Toll Calls** Billed on behalf of BUSINESS OPTIONS INC*Directly Dialed*

<i>no</i>	<i>date</i>	<i>time</i>	<i>place called</i>	<i>number called</i>	<i>rate period</i>	<i>min.sec</i>	<i>amount</i>
4	6/10	4:27 pm	Portland ME	207 233 4036	day	3:00	\$.75
Sub-total of BUSINESS OPTIONS INC							\$.75
Total							\$.75

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Account Number 207 474-2170 002 003
Bill Period Jul 7 - Aug 6, 2002
Verizon Page 1 of 5

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**** Duplicate Billing Information ****

74

To enroll in the Verizon
Direct Payment Option please read
and sign the agreement on the
reverse side of the payment form
below.

Manage your account online at
www.verizon.com



Bruce Brackett
46 JESSICA LN
S PORTLAND ME 04106-6898

Order or Bill Information
1-800-585-4466

ACCOUNT SUMMARY

	amount	total
Previous Balance	\$36.91	
Payments and Adjustments <i>page 2</i>	106.89 cr	
Credit Balance as of 8/9		\$69.98 cr

Payment Information
and

TTY/TDD *see page 4*

Other Bill Questions?
Call the number shown
on the detail page for
that company

New Charges

Verizon Standard Local Services <i>page 2</i>	\$26.95	
Verizon Calls <i>page 3</i>	.00	
Verizon Optional Services <i>page 3</i>	5.60	
Total New Charges Due by September 8, 2002		\$32.55

Credit Amount	\$37.43 cr
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Bill Date	Payment Due Date	Credit Amount	Account Number
August 6, 2002		\$37.43 cr	207 474-2170 002 003 1

Avoid a 1.060% late payment charge.

Customer Name Bruce Brackett

Please return this portion with your payment **Make check payable to Verizon.** Please include account number on payment. If paying in person bring this entire page with you, see your phone book for locations.

Sign me up for a \$1
donation to Verizon Reads. ☐

Verizon R36
PO Box 1939
Portland ME 04104-5010

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Verizon portion continues on reverse side of page

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**Customer
News**

Log on to the new Verizon Moving Center

The new Verizon Moving CenterSM lets you transfer your phone service from your former residence to your new home in advance.* Just log on to www.verizon.com/movingcenter and pre-order your local, regional, and long-distance service, plus Verizon calling services. *New phone service can be ordered if you are moving to an area with Verizon local phone service. Certain products and packages cannot be pre-ordered online. Some online billing features may not be available in all areas and to all customers.

**Payments and
Adjustments**

Payment Received 7/22 -- Thank You	\$36.91 cr
Optional Service Adjustment(s)	16.20 cr
USBI Adjustment(s)	.81 cr
USBI Adjustment(s)	52.97 cr
Total	\$106.89 cr

New Charges

Verizon Standard Local Services

1 Unlimited Premium Service	\$17.41
2 Surcharges and Taxes	9.54
FCC Line Charge	\$6.17
Local Number Portability	\$.23
School and Library Fund	\$.11
ME State Tax	\$1.22
911 Enhanced Surcharge	\$.50
Federal USF Surcharge	\$.57
Federal Tax	\$.74
Total	\$26.95

Account Number 207 474-2170 002 003 1

☐ Yes, I want to enroll in the **Direct Payment Option** and have my monthly payments deducted automatically from the account associated with the enclosed check, on the payment date.

Please check this box and read and sign the authorization agreement, below.

Authorization Agreement for Pre-authorized Payments

Please sign and return with this month's payment to the mailing address printed on the reverse. Be sure to use the checking account which you want to be debited for this pre-authorized payment option.

I authorize and instruct my financial institution to deduct the amount of my monthly telephone bill from my checking account and remit directly to Verizon. Verizon will notify the financial institution of the amount to be deducted. I understand that if at anytime I decide to discontinue the **Direct Payment Option**, I must notify Verizon. I understand and agree that Verizon is not liable in any way for erroneous bill statements or incorrect debits to my accounts and that should an error in the bill statement occur Verizon's only responsibility is to correct it when and if it receives notice from me of the error. I understand that my financial institution and Verizon reserve the right, upon written notification, to terminate this payment option and/or my participation. Customer's participation is subject to Verizon's approval.

<input type="text"/>	<input type="text"/>
Signature	Date

Verizon portion continues on next page



Account Number 207 474-2170 002 003
Bill Period Jul 7 - Aug 6, 2002
Verizon Page 3 of 5

MAAD
04106

New Charges

continued

*Detail provided in the Itemized
Calls section of the bill

Verizon Calls

1	Verizon Pine Tree State SM Service Calls*	\$.00
Total		\$.00

Verizon Optional Services

2	Pine Tree State SM Service	\$5.40
3	Federal Universal Service High Cost Fund Credit	.23

4	Surcharges and Taxes	.43
---	----------------------	-----

Federal Tax	\$ 16	ME State Tax	\$.27
Total		\$5.60	

ITEMIZED CALLS

Verizon Pine Tree StateSM

Detail

no	date	time	place called	number called	minutes
5	7/17	11:30 am	Portland ME	207 761 5967	2

Service Calls

Total Minutes					2
---------------	--	--	--	--	---

With the Verizon

Line Summary

*Pine Tree State plan,
you also receive a 25%
discount on qualifying
calling card calls*

no	minutes used	basic plan minutes	add'l discounted minutes	rate	Pine Tree State charge
6	2	60	0	\$.080	\$.00
Total					\$.00

Verizon portion continues on reverse side of page



**Important
Consumer
Information**

For important consumer information see the Customer Guide in your Verizon white pages directory.

Residence Lifeline Service Program

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

Installment Arrangement

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

Verizon Customer Service

7:30 am to 7:00 pm Monday - Friday
8:00 am to 5:00 pm Saturday

Automated Account Information Line

Sunday 7:30 am to Saturday 7:30 pm

- Obtain account information
- Verify receipt of your payments

1-800-244-3737 Using a touch-tone phone



**Verizon Center for
Individuals with Disabilities**
1-800-974-6006 (V/TTY)



Verizon portion continues on next page



1
0
4
1
3

**For Your
Information**

Important News when calling wireless numbers outside your local calling area

Due to changes in billing arrangements between Verizon and wireless phone service providers, calls made to wireless phone numbers that are not in your local calling area may now be assessed toll charges. You may also need to dial a prefix ("1" or "1" plus the area code). These changes will begin being made this month and should be completed by October 2002. Please call the Billing Inquiries telephone number on this bill if you have any questions.

Directory Assistance Adds Name and Address service

Verizon is expanding its directory assistance services to include the ability to obtain the name and address for any published telephone number at the same rate as national directory assistance. If you have a need to keep your name and address from being published, simply call your local Verizon business office at the number on your bill to order non-published service or to omit the residential address from your published directory listing.

G

Verizon

Bell Atlantic-NE

NYNEX

New England Telephone

USBI

Account Number 207 474-2170 002 003
Bill Period Jul 7 - Aug 6, 2002
USBI Page 1 of 1

This portion of your bill is provided as a service to USBI.

MAAD
04106

Helpful Numbers

Billing inquiries call USBI
You may also visit

1-888-477-8724
www.billview.com/usbi

Adjustments

*Adjustment total not included
in charges summary*

Miscellaneous Adjustment 7/25

\$0.81 c

Miscellaneous Adjustment 7/29

52.97

Total

\$53.78 c

Summary

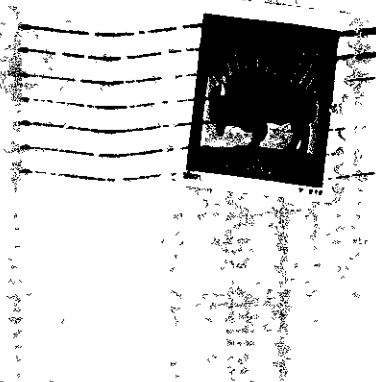
USBI

Total

\$.00

Last page

50



BRAC189 049763012 1602 04 07/15/02
NOTIFY SENDER OF NEW ADDRESS
BRACKETT
46 JESSICA LN
SOUTH PORTLAND ME 04106-6696



ATTACHMENT 21

Clifford Knapp
06/24/2002 04:03 PM

To: Verna Chamberlain
cc: mary.r.james@state.ma.us
Subject: GAD No. 2002-12706 - Donald Gupta - Acct. No. (207) 698-1850

Verna, Mary,

The lpic/pic history is as follows.

03-01-02 chngd lpic NYC to LGT carrier notification
..... chngd pic NONE to LGT carrier notification NRC billed \$5.00 adjusted 06-24-02

03-28-02 chngd lpic LGT to NYC subscriber notification
..... chngd pic LGT to NONE subscriber notification NRC waived

04-08-02 chngd lpic NYC to LGT carrier notification
..... chngd pic NONE to LGT carrier notification NRC billed \$5.00 adjusted 06-24-02

04-27-02 chngd lpic LGT to NYC subscriber notification
..... chngd pic LGT to NONE freeze NRC waived

To date USB/Business Options has billed \$14.03 and adjusted \$14.03
Duplicate bills sent March 2002 through May 2002

Cliff

17 pgs

207 698 1850 534

*NOTE

MR DONALD A GUPTILL

DATE	RP	NOTATION	USR	TYPE	PN	ACT	FU
0328	2002	SENT ULD REC 5.05,MAR BL	JCG	631	PERM		
0326	NONE	CPNI DOCC REFUSED	CMD	353	PERM		

0409	NSS	207-698-1850	PIC	0432	020408	C	NSS	NSS
0409	NSS	207-698-1850	LPIC	0432	020408	C	NSS	NSS

0427	MRS	C5RE7052 02-04-27	JFN	734	PSOC		
0427	MRS	SLMMD TWICE BY LGT.CHNGD PIC 2 NONE WITH FN,LPIC 2 NYC,DF,OFXX, MISC CHRG RSTRCTION. 042702	JFN	734	MISC		

0427	MRS	042102 2001 1 REC	ULD	JFN	734	AIC	
		042102 2001 2 REC	ULD				
		042102 2001 3 REC	ULD				
		ADJ INC TAX =	8.98				

0427		TOT OF ADJ,PEND,INV	8.98	JFN	734	CAMT	
------	--	---------------------	------	-----	-----	------	--

0409	NA	MTAC RMVD OCP SOID#R5NE9499	LAH	SO1	MISC		
------	----	-----------------------------	-----	-----	------	--	--

0328	MRS	LGT CLD AND MISREPRESENTED THEMSELVES AS VARTEC,HER CURENT CARRIER.MRS	JCG	631	MISC		
------	-----	---	-----	-----	------	--	--

RP	NOTATION	TYPE	PN	ACT	FU	BD
						0502

Date: 6/19/2002 Time: 03:30:58 PM

JCG 631 CAMI'

0502

QZ:BT CMA7-CT-004

ATTACHMENT 22

DECLARATION OF IDA GUPTILL

1. My name is Ida Guptill and I live with my husband (Donald Guptill) at 387 Diamond Hill Road, Berwick, Maine 03901. This Declaration is provided in support of the complaint I previously filed with the Public Utility Commission for the State of Maine. I am over eighteen (18) years of age.
2. In February 2002, I was contacted by telephone at my home number (207-698-1850) and offered the opportunity to sign up for a change in long distance telephone service. The change with ensure lower long distance rates. At that time I was using Verizon as my local telephone carrier of choice and employing Vartec's dial around for out of state calls. When I asked if this would change, I was told "No".
3. Upon receiving the phone bill for the period March 22 through April 21, 2002, I was dismayed to see that Business Options, Inc (BOI) was listed on that bill as my long distance telephone carrier. I don't believe I would authorize any change of my long distance telephone service at the rates stated on that bill.
4. I immediately called BOI and cancelled service with them and put a PIC freeze on my phone to prevent future switching of service without my consent. I changed back to Verizon for local telephone service and ~~calling card~~ for long distance. *Vartec 10-10-811 I am now on A+T.T Calling Card*
5. I listened to the tape recording supposedly verifying my acceptance of BOI for my long distance telephone carrier of choice but it seemed to be missing portions of the conversation where I inquired whether this was the SAME telephone company I was previously using for service. When I had asked that question, I was told "Yes....this is the same company". I believe I was misinformed about the long distance telephone service.

I state under penalty of perjury that the foregoing statement is true and correct.

Ida Guptill
Ida Guptill

Signed and executed on Jan 10 - 03
✓

ATTACHMENT 23

Declaration of Jane Stack

1. My name is Jane Stack. I reside at 8104 Gale Street, Annandale, Virginia 22203. My telephone number is 660-885-3139. I am over eighteen (18) years of age.
2. On May 20, 2002, I filed a complaint with the Federal Communications Commission (FCC) on the behalf of Bessie Goodbrake, my mother, regarding the unauthorized switching of her long distance telephone service provider by Business Options, Inc. This document is in support of my complaint to the FCC.
3. Bessie Goodbrake is 89 years old and does not hear very well anymore. She resides in an assisted living residence in Clinton, Missouri. All of her bills are forwarded to me for payment.
4. Her preferred local telephone service provider is Sprint; MCI was her preferred long distance carrier at that time.
5. Sometime in May 2002, Bessie Goodbrake received a telephone call from a telemarketer who stated that her telephone bills were going to be cheaper. When she received her monthly residential telephone bill in June 2002, the telephone bill listed a summary of USBI charges on behalf of Business Options, Inc.
6. I contacted USBI regarding the unauthorized charges on the telephone bill. USBI stated that a tape recording of Bessie Goodbrake was on file authorizing the switching of her long distance telephone service provider to Business Options, Inc. I requested a transcript of the tape recording and, I asked to have it played to me. USBI stated that I would have to request a transcript in writing and in 3-4 weeks I would be contacted to have the tape recording played to me.
7. This is obviously a case of USBI and Business Options, Inc. taking advantage of an elderly person with poor hearing. I am positively convinced that my mother would not have authorized a switch in her telephone service to a higher rate if she had not been misled to do so.

I declare under the penalty of perjury that the foregoing statement is true and correct.

Signed:

Jane Stack
Jane Stack

Date: 11-9-02